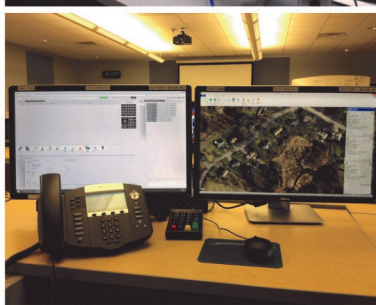


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Massachusetts State 911 Department Newsletter

Updates from our Training Division



Pictured above: Trainers from the State 911 Department and General Dynamics Information Technology learn the new Next Generation 9-1-1 System.

State 911 Department trainers and newly hired trainers from General Dynamics Information Technology (GDIT) spent the month of July at the GDIT training facility located in Needham, learning how to use the new Emergency Call Works (ECW) Next Generation 9-1-1 equipment. This Next Generation 9-1-1 system brings new training material, new acronyms, and a new mindset.

Feedback from the trainers has been positive, and they are excited to begin training Massachusetts 9-1-1 telecommunicators on the new system. An 8-hour class has been developed for existing certified 9-1-1 telecommunicators and a 4-hour training course will be in place for PSAP administrators. These courses count towards the continuing education requirement. Newly hired PSAP personnel will still be required to participate in a 2-day equipment training class.



Updates from our Systems Division



It is time again for preventive maintenance on the DSS Equature digital logging recorders (DLRs). DSS and its subcontractor, Acorn Recording, will be contacting each PSAP to schedule preventive maintenance for your DLR. They will need access to the 9-1-1 equipment room where the DLR is located and will need access to the room where the Admin PC is located.

The maintenance tasks take approximately one (1) hour to complete and will involve shutting the recorder down for approximately thirty (30) minutes. The maintenance tasks include both physical maintenance, such as cleaning dust from equipment vents, and software maintenance, such as installing any necessary updates. While the recorder is down, any 9-1-1 calls that come in during that time will be captured by the VESTA IRR files. If you have any questions about this planned work, please feel free to contact Doug O'Neill

at the State 911 Department at 508-821-7302 or via email at doug.oneill@state.ma.us.

If you have any issue with the DSS Equature recorder, such as how to burn a CD or how to search for a call, please contact DSS Tech Support directly. Their number is (888) 305-3428.

Next Generation 9-1-1 News Flash





A major milestone of the Next Generation 9-1-1 project has been reached. With preliminary testing successfully completed, the equipment for the data centers has been moved from GDIT's lab facility into the data centers, and circuits are up and running. Next Generation 9-1-1 equipment has been installed at the Taunton training center and the next phase of testing has begun. While we have reached this stage, there is still a tremendous amount of work that is needed to be completed before the first pilot PSAP is turned up. We will keep you posted.


If you have any question on the Next Generation 9-1-1 project, please feel free to contact Tricia Pries at 508-821-7206 or via email at tricia.pries@state.ma.us


Updates from our Fiscal Division



 PSAPs are encouraged to submit final FY15 reimbursement requests. Please keep in mind that guidelines suggest submission of reimbursements within 30 days of incurring the costs. However, please do not submit reimbursements until all required documents are obtained and provided with the request.

 The State 911 Department released the FY 2016 Training Grant and EMD/Regulatory Compliance Grant on June 24, 2015. The guidelines and application can be found on our website (www.mass.gov/e911). PSAPs are reminded that the Annual Certificate of Compliance Form must be completed and approved before awards can be made under this grant program. Please contact Cindy Reynolds, Grants Specialist, at 508-821-7299, should you wish to schedule an appointment for assistance with your application.

 The State 911 Department anticipates releasing the FY 2016 Support and Incentive Grant and the FY 2016 Wireless State Police Grant in late September 2015 following submission and approval by the State 911 Commission. The funding period will run from October 1, 2015 through June 30, 2016. Allocations will not be pro-rated.

 The State 911 Department is pleased to announce the promotion of Vicki Goetz to a Fiscal Specialist. Ms. Goetz has supported the Fiscal Division's grant programs for the past six years. Ms. Goetz will now provide expertise and support to the processing of reimbursements. Congratulations Vicki!

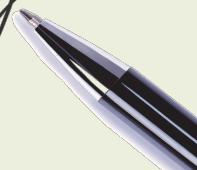
State 911 Commission News



The State 911 Department extends our best wishes to Chief Richard Stillman on his retirement from the Walpole Police Department. Chief Stillman has served on the State 911 Commission for the past three years and we thank him for his extraordinary contributions during his time as a Commission member.

Chief Stillman, a 38-year veteran of the Walpole Police Department, will continue his career as Police Chief in Bridgton, Maine.

Thank you



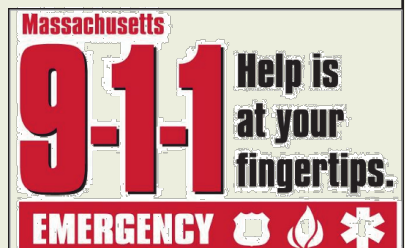
REGIONALIZATION UPDATE

From the desk of . . .
Christine Wingfield, Regional PSAP Coordinator
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Christine.wingfield@state.ma.us



The groundbreaking ceremony for the Worcester Regional Emergency Communication Center took place on June 30, 2015 at 2 Coppage Drive, Worcester. The City of Worcester and the Town of Leicester have signed a governance agreement under which the new Center will handle 9-1-1 operations for both municipalities. To date, the City of Worcester has received more than \$1.5 million from the State 911 Department through the Development Grant for architectural services and construction of the Center.

Richard A. Fiske III, the Director for the Department of Emergency Communications & Emergency Management for the City of Worcester, will be the Director of the Center.



Massachusetts

9-1-1

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